

North Carolina COVID-19 Vaccine Management System (CVMS)

Provider Portal

Viewing Proof of Vaccination User Guide

Version 8

May 6, 2021



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**





If you have any questions, issues or requests, please go to the
CVMS Help Desk Portal* at https://ncgov.servicenowservices.com/csm_vaccine

You can also call the COVID-19 Vaccine Provider Help Center at (877) 873-6247 and select option 1. The COVID-19 Vaccine Provider Help Center is available during the following hours:

Monday – Friday: 7:00 AM – 7:00 PM ET

Saturday – Sunday: 10:00 AM – 6:00 PM ET

* On the home page of the CVMS Help Desk Portal, select the "**Vaccine Provider**" option to submit your question, issue, or request.

Providers that are first time users of the CVMS Help Desk Portal will have to follow the steps below:

1. Register for an account on the portal by clicking 'Register' in the top right-hand corner
2. Populate your first name, last name, business e-mail, and your registration code

NOTE: The registration code is your Provider PIN (i.e., NCA650001), which can be found on the packing lists received with your Vaccines For Children shipments, or in the top right-hand corner of a wasted / expired report generated from the North Carolina Immunization Registry (please add "NCA" to the front of the six-digit PIN#)

*For providers who are not enrolled or may not have a Provider PIN, you may use the following generic Provider PIN to register:
VAC2021*


3. You will receive an e-mail with your username and temporary password to log into the portal

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Process Overview

Overview



NCDHHS
CVMS Provider Portal

Home

Recipient

Appointments

Help & Information

You are currently logged in as Clinic Org1

Switch Locations

Recipient Check-In

You can check in a recipient by entering their appointment confirmation number into the box below

Appointment Confirmation Number

Go

No Appointment Confirmation Number?

Search Appointments

Today's Appointments

TIME	DETAILS	CASE NUMBER	LOCATION
Apr 15, 21, 09:39 AM	VaccineAdmin Test Dose 1 Scheduled	03530452	Clinic Org1
Apr 15, 21, 07:10 AM	aaaa aaaaaa aaaaaa Dose 2 Scheduled	03530435	Clinic Org1
Apr 15, 21, 07:08 AM	AA BB CC Dose 2 Scheduled	03530433	Clinic Org1
Apr 15, 21, 07:01 AM	Sanjana Joy Dose 2 Scheduled	03530432	Clinic Org1
Apr 15, 21, 07:00 AM	Mod Man Dose 2 Scheduled	03530430	Clinic Org1

View all

Appointment Walk-In

You can search for eligible individuals by name, date of birth and email. Note that the system will search on exact matches only, no partial

The **COVID-19 Proof of Vaccination** serves as verification of the COVID-19 vaccine dose(s) the recipient has received.

In addition to indicating the number of COVID-19 vaccine doses a recipient has received, it will also indicate the number of doses that may still be required.

This guide is intended for the **Healthcare Location Manager** and **Healthcare Provider** profiles.

Note that recipients may access their Proof of Vaccination in the COVID-19 Vaccine Portal for recipients.

- Additionally, you will need to:*
- Use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers (Internet Explorer or Edge (non-Chromium) browsers are *not* supported)
 - Log in the CVMS Provider Portal using your NCID username and password at <https://covid-vaccine-provider-portal.ncdhhs.gov>

Now, let's get started!

Key Terms



Proof of Vaccination

Proof of Vaccination is a document provided by NCDHHS to confirm that a vaccine recipient has received COVID-19 vaccines.



Number of Doses

Number of doses indicates the number of vaccine doses that an individual has received. For COVID-19 vaccines, the number of doses received by a vaccine recipient could be one or two.

Locate Proof of Vaccination for a Recipient

Step 1 of 2: Search for the Recipient

To get started,

- 1. Click the **RECIPIENT TAB** which is the second tab found in the top navigation bar
- 2. Type your **RECIPIENT'S NAME** in the **SEARCH BAR** and **PRESS ENTER**
- 3. Click your **RECIPIENT'S NAME** from the list to open the recipient's account

Audience

Healthcare
Provider

Healthcare
Location Manager

Home

Recipient

Appointments

Help & Information

Create New Recipient

Hint: For quicker and more relevant search results, enter full name (ex. John Smith) or email address and date of birth.

Search

Recipients within CVMS

15 records found

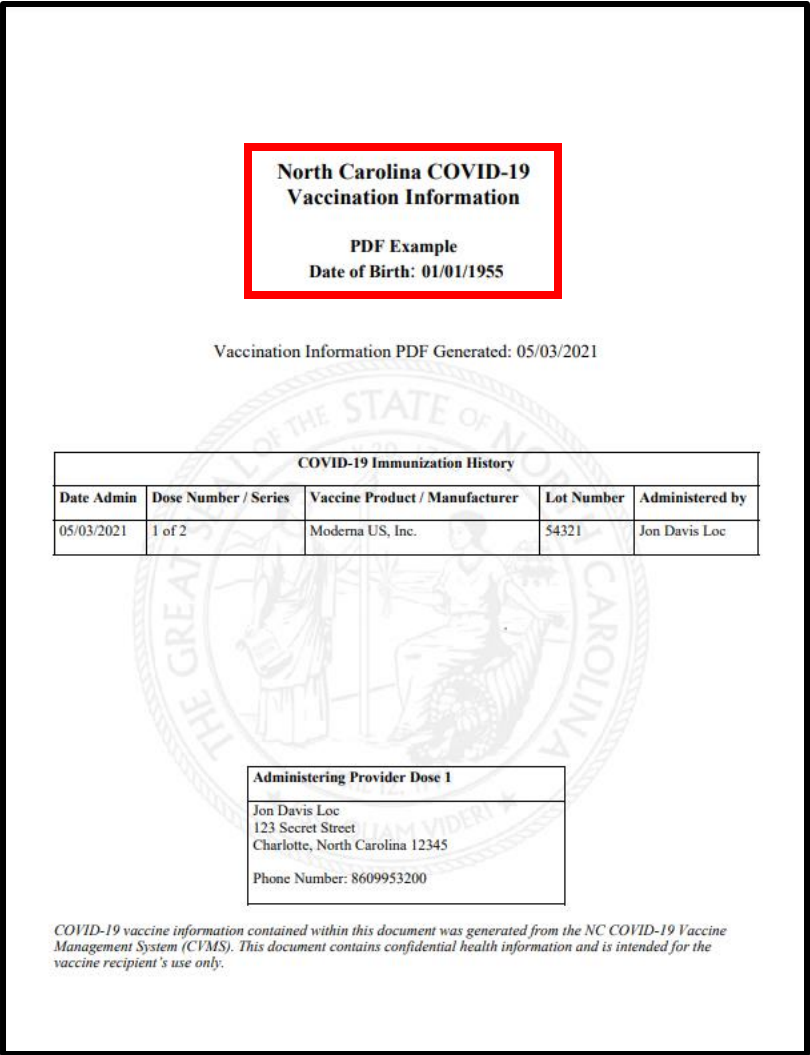
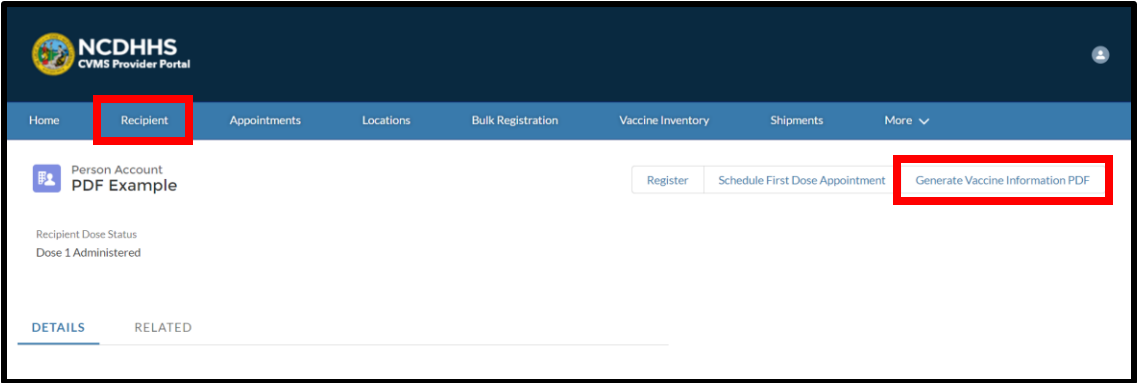
First Name	Middle Name	Last Name	Date of Birth	Gender	Vaccine Produc...	Recipient Dose ...	Date of Admini...	Email	Inactive Reason
Nicholas	Iner	TestUAT	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Canceled	Mar 12, 2021, 01:1...	niengebretson@gm...	
Nicholas	Iner	MustHaveComms	Feb 24, 1989	Male	Moderna (10 MDV) ...	Dose 2 Administered	Mar 15, 2021, 02:3...	n.i.engebretson@ac...	
Ray		Nicholas	Apr 18, 1977	Female		Registered		abelluat12+y99@g...	
Nicholas-05		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		
Nicholas-04		ZZTest	Aug 9, 1988	Male	Pfizer-BioNTech (5 ...	Dose 2 Administered	Mar 7, 2021, 12:00...		

Step 2 of 2: Generate Vaccine Information PDF

You may now generate a PDF of a recipient’s vaccination information that can be downloaded or printed.

- 1. Select the **GENERATE VACCINE INFORMATION PDF** button
- 2. Print or securely send the document to the recipient

NOTE: If a recipient has received no vaccinations and you try to click the **GENERATE VACCINE INFORMATION PDF** button, there will be an error



Audience

Healthcare
Provider

Healthcare
Location Manager

Tips

To print the Vaccination Information PDF in Spanish, the recipient will have to log into the COVID-19 Vaccine Portal, set the language to Spanish, and then generate the PDF for themselves.

Other Considerations: Open the CVMS Proof of Vaccination

[Home](#) [Recipient](#) [Appointments](#) [Help & Information](#)

Person Account
Nicholas Iner TestUAT

Vaccine Group

Recipient Dose Status
Dose 2 Scheduled

DETAILS

RELATED

Appointments (2)

Appointment	Date and Time of Vaccination	Vaccine Status	Vaccine
03045757	3/12/2021, 1:12 PM	Dose 1 Administered	Moderna (10 MDV) COVID-1...
03045755		Registered	

View All

Proof of Vaccination (1)

Date	Dose	Brand/Manufacturer	Proof of Vaccination URL
3/12/2021	Dose 1	Moderna US, Inc.	Recipient Proof of Vaccination

View All

Alternatively, you may view the proof of vaccination within CVMS. After **CLICKING THE RECIPIENT’S NAME**, their **PERSON ACCOUNT PAGE DISPLAYS**. Information about the recipient appears here.

1. Make sure you are on the **RELATED TAB**
2. To view the proof of vaccination, **NAVIGATE TO THE PROOF OF VACCINATION** and **CLICK RECIPIENT PROOF OF VACCINATION**
3. The **PROOF OF VACCINATION** opens in a **NEW TAB**

Dose indicates if the recipient has received one or two doses of the COVID-19 vaccine.

Audience

Healthcare Provider

Healthcare Location Manager

Tips

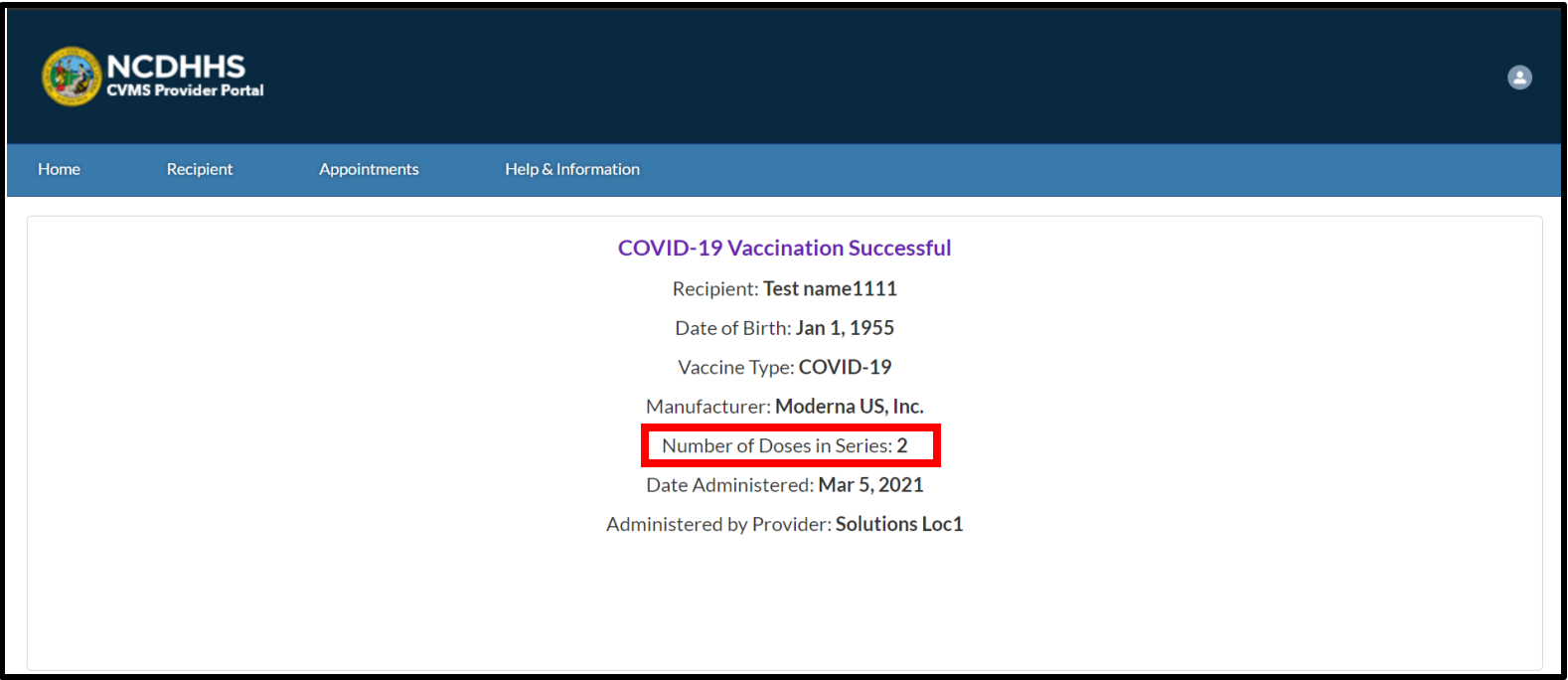
If the Proof of Vaccination is empty, the recipient has not received any doses of the COVID-19 vaccine.

Other Considerations: View the CVMS Proof of Vaccination

After clicking the hyperlink, the **PROOF OF VACCINATION** page opens in a new tab

- 1. If needed, you may print the Proof of Vaccination using your **BROWSER’S PRINT OPTION**
- 2. Proof of Vaccination indicates if a recipient requires additional doses and when

NOTE: If a Recipient received a **SINGLE-DOSE** vaccine product, they would see **NUMBER OF DOSES IN SERIES: 1**



Audience

Healthcare
Provider

Healthcare
Location Manager





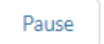
Tips

You may print the Proof of Vaccination for the recipient using your browser's print option if needed.

Appendix

Additional Notes

Key Items:

- **Hyperlinks** appear as light blue and will provide additional information or navigation.
- *** Asterisks** are used to denote required information.
-  A Toggle can be clicked to see selectable options.
-  A Pen can be clicked to make edits to the field.
-   Navigation Buttons can be clicked on to progress to the “next” or the “previous” step in a task.
-  A Pause button can be clicked if you wish to step away / and return to your form later. You will be prompted to review your previously entered data upon your return/ login.

Contact Information:

- All questions should be directed to the CVMS Help Desk Portal at https://ncgov.servicenow.services.com/csm_vaccine.

Supported Web Browsers:

- Please use the latest version of Chrome, Firefox, Safari, or Edge Chromium browsers to access CVMS.
- For more details on supported browsers, see https://help.salesforce.com/articleView?id=getstart_browsers_sfx.htm&type=5
- Note: Internet Explorer and Edge (non-Chromium) browsers are not supported.

User Guide Change Log

Version	Date of Change	Changes Made	Impacted Slides	Author
1	12/10/2020		ALL	Training Team
2	1/10/2021	Removed any mention of the 2 CVMS Help Desk emails. Added Service Now Portal information	1, 2, 12	Courtney Seward
3	1/14/2021	All screenshots have been updated with the correct branding	N/A	Courtney Seward
4	3/1/2021	Added information about SINGLE-DOSE vaccine products	10	Steve DiGangi
5	3/4/2021	Updated screenshots to correct branding (DOB & Middle name fields, vaccine group)	5, 8, 9, 10	Kaitlin Gates
6	3/15/2021	Added Middle name field	8, 9	Kaitlin Gates
7	4/15/2021	Updated Screenshots to display new fields on recipient tab (email, inactive) and today's appointments order on home page	5, 8	Kaitlin Gates
8	5/6/2021	Added Generate PDF button	9 -11	Steve DiGangi